September 22, 2014

General Updates

NC Medicaid Special Bulletin Posted - Physician Services 3% Rate Reduction

A September 2014 NC Medicaid Special Bulletin - "3% Rate Reduction Update" has been posted to the NC Division of Medical Assistance (DMA) website at www.ncdhhs.gov/dma/bulletin/. Providers of physician services are encouraged to review the bulletin to understand how this change may affect their reimbursement from NCTracks.

Access to Consent Form Information

Per the N.C. Division of Medical Assistance (DMA), consent forms for sterilizations and hysterectomy statements must be submitted to NCTracks by the Rendering Provider (surgeon). Only the Rendering Provider has access to information regarding the disposition of the Sterilization Consent form and Hysterectomy Statement. Therefore, only the Rendering Provider can view the status of these forms on the secure NCTracks Provider Portal. Moreover, denial letters are mailed to the Rendering Provider for consent forms and statements that are not approved.

The NCTracks Call Center cannot disclose consent form or statement information to anyone other than the Rendering Provider. Ancillary providers should contact the Rendering Provider (surgeon) for information regarding Sterilization Consent form and Hysterectomy Statements status.

For a list of common errors associated with Sterilization Consent forms and Hysterectomy Statements, see the link below to the announcement posted on the NCTracks Provider Portal.

Reminder to Include Claim and Completed Form with Override Request

When submitting an override request, it is essential that providers include the claim for which an override is being requested, as well as a completed Medicaid Resolution Inquiry Form and documentation to support the request. A significant number of override requests have been received without the claim. These requests cannot be processed.

In addition, the Medicaid Resolution Inquiry Form must be complete. The forms are frequently received without any override reason indicated. Providers must indicate the reason for the override or it will delay the time to process and may not produce the desired results. Note that claim overrides are only done for the reasons listed on the form.

A User Guide entitled "How to Submit Claim Adjustment and Time Limit and Medicare Overrides" that provides step-by-step instructions for submitting override requests can be found under the heading "Claim Submission" on the Provider User Guide and Training Page of NCTracks Provider Portal.

The Medicaid Resolution Inquiry Form can be found under the heading "Provider Forms" on the Provider Policies, Manuals, and Guidelines page of the Provider Portal. The inquiry form states it must include the claim, RAs and all related documents.

Additional FAQ for PCS Claim Reprocessing Posted

An additional Frequently Asked Question (FAQ) related to the PCS claim reprocessing has recently been added to the NCTracks Provider Portal. See the PCS Claim Reprocessing FAQs page for the latest questions and answers.

The FAQs are a valuable resource that can help providers save time in addressing common questions. For links to all of the topic areas, see the Frequently Asked Questions Main Page.

Prior Approval Fact Sheet Updated

The Fact Sheet related to Prior Approval (PA) has recently been updated on the NCTracks Provider Portal to provide additional information and update the contact information for several PA vendors. See the updated Prior Approval Fact Sheet for more information regarding PA and NCTracks.

The Fact Sheets are another valuable resource that can help providers save time in performing common activities in NCTracks. To see the list of available topics, go to the Fact Sheet page on the NCTracks Provider Portal.

Issues List Updated on Provider Portal

The Issues List has been updated. The most recent version of the list can be found under Quick Links on the NCTracks Provider Portal Home Page. The list includes a brief explanation of the issue, the type(s) of providers affected, the status of the issue (Open/Closed), and comments/resolution of the issue. The list is not intended to include every issue, but rather the prevalent ones impacting multiple providers. Issues are added and updated regularly. Providers are encouraged to check the list before contacting the Call Center, in case it may be a known issue.

Training Update

Reminder re: Provider Training Opportunities in September

This is a reminder about the opportunities for provider training being offered this month. Registration is open for several instructor-led training courses for providers that will be held in September.

Most of the courses will be offered in-person at the CSC facility in Raleigh and include hands-on training, limited to 45 participants per course. One of the courses will be conducted remotely via WebEx with enrollment limited to 115 participants. Several of the courses are filling up rapidly.

The duration varies depending on the course. For details on each of the courses, the dates and times they will be offered, and instructions for how to enroll, see the provider portal announcement or the Training Edition of the newsletter emailed to providers on September 9.

Thank you,

The NCTracks Team

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